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SERIAL NUMBER 09/997,571	FILING DATE 11/29/2001 RULE	CLASS 709 705	GROUP ART UNIT 2152 3623	ATTORNEY DOCKET NO. 109.0016	
APPLICANTS James L. Volpe, Raleigh, NC; Mark Dabkowski, Raleigh, NC; Barry Johnson, Raleigh, NC; Kristin Simora, Raleigh, NC;					
** CONTINUING DATA ***** None KD					
** FOREIGN APPLICATIONS ***** None KD					
IF REQUIRED, FOREIGN FILING LICENSE GRANTED ** 01/18/2002					
Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no 35 USC 119 (a-d) conditions <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after met <input type="checkbox"/> Allowance Verified and Acknowledged <i>[Signature]</i> Examiner's Signature Initials		STATE OR COUNTRY NC	SHEETS DRAWING 22	TOTAL CLAIMS 19	INDEPENDENT CLAIMS 4
ADDRESS 27997					
TITLE Systems and methods for managing customer-related communications					
FILING FEE RECEIVED 954	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit		